Architecting an Approach to Knowledge Management

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This paper sets forth a method to develop an architectural approach to the design, development, creation, and implementation of knowledge management at a specific organization. The research is derived from qualitative analysis of published case studies, interviews, and **a** knowledge architecture developed and implemented by the author at the National Aeronautics and Space Administration (NASA) and Jet Propulsion Laboratory **(JPL).** The paper **looks** at critical success factors for successful deployments **of** knowledge management solutions: culture, architecture, infrastructure, and services.

The steps in developing a knowledge architecture are similar **to** those in developing an architecture for any complex information system, with the difference being that culture and services play **a** critical role in successful deployment of knowledge-based systems. The intent of this paper is to help companies design and implement successful knowledge management systems by starting out with **an** analysis and architectural approach to meeting their business needs.